

Sherbourne Road Medical Clinic

5.10. Policy on Patient Feedback or Complaints

Opportunities are available for patients and other visitors to tell us, 'How we are doing' and we collect systematic patient experience feedback at least every 3 years.

The practice information brochure provides patients with information on how to provide feedback, including how to make a complaint.

We have a complaints resolution process which all staff can describe, and we also make the contact details for the state or territory health complaints agencies readily available to patients if we are unable to resolve their concerns ourselves.

Patients have a 'right to complain' and where possible patients and others are encouraged to raise any concerns directly with the practice team who are trained to make sure patients of the practice feel confident that any feedback or complaints made at the practice will be handled appropriately.

We believe most complaints can be responded to and resolved at the time the patient or other people such as carers (relative, friend other consumer) makes them known to us.

Under the *Health Services (Conciliation & Review) Act 1987* people with complaints should try to resolve them directly with the health service provider. If a satisfactory outcome is not achieved then the complaint can go directly to the Health Services Commissioner for action. The public may also call the Office of the Health Services Commissioner at any time concerning a query or to report a complaint.

Under national and state privacy laws: *Commonwealth Privacy Act - Privacy Amendment (Private Sector) Act 2000* and *Victorian Health Records Act 2001*, this practice must provide and adhere to a complaints process for privacy issues and those related to the National Privacy Principles (NPPs)/Health Privacy Principles (HPPs).

All staff should be prepared to address complaints as they arise. Depending on the nature of the complaint and advice received from medical indemnity company, complaints are recorded and actioned, with a copy placed in the patient's medical record if related to patient care.

All clinical staff and the practice manager are aware of their professional and legal obligations regarding the mandatory reporting of unprofessional conduct.